

# LeasePlan Spring 2009 Newsletter

## Edito



The crisis continues to rule the headlines in the press. As the economic environment has changed, some keep convincing themselves that the financial crisis is just a stormy period we are supposed to pass through, while others obviously agree that 2009 and 2010 are going to be tough years under any circumstances. LeasePlan will have to adapt to this environment and focus more than ever on its vocation to assist you as a consultant in terms of vehicle choice, of contract duration and, globally, of any fleet management issues.

In this scope, numerous customers have already followed our advice and extended their running contracts by 12 to 18 months. By doing so, they enable themselves to keep their renting costs at least at today's level and to face the end of the economic turmoil in a more relieved way. LeasePlan also fancies other projects, such as «Cost Savings Accelerator», a new cost savings approach that bases on reliable accounting procedures, solid tracking mechanisms and appropriate training.

Other projects have matured, such as our new internet portal LeasePlan Online, specifically designed for fleet managers who now get access to all our online tools through one single click.

Join us on our trip and discover today a future of innovations!

Bob Walté

## Win two eco-drive lessons!

Participate to our contest and win two eco-drive lessons by answering the following questions:

- Who is LeasePlan's privileged partner for the organisation of defensive, ecological and environmental-respective driving lessons?
- How many people will join this contest?

Please send in your answers ([see online answer form](#)) before the 24th March, 5.00 p.m.

## LeasePlan Online


Discover LeasePlan Online, our new portal

As LeasePlan's clients, managing your fleet has just become easier with LeasePlan Online, our new portal dedicated especially to fleetmanagers. Thus, by just one mouse click, you can obtain detailed data on your fleet (with FleetReporting), place an order or ask for an offer (with Internet Quotation) as well as address us your own specific requests (with Fleet Administration).

Formerly known as "Mobilease", "FleetSpirit" will also soon be integrated in our portal and dispatch know-how, experience and advice for all fleet management issues. Through improved navigation, new « advice » and "FAQ" sections as well as more details on our product range, FleetSpirit will allow you to handle in detail the topics of your concern. This includes access to advice by professionals drawing on objective criteria.

With its sound experience and its preeminence on the long-term leasing markets, LeasePlan will continue to operate as the reference company for unrivalled quality fleet management solutions tailored to the needs of its customers.

Experience [LeasePlan Online](#) and discover why **It's easier to leaseplan!**



THE WORLD LEADING FLEET AND VEHICLE MANAGEMENT COMPANY  
www.leaseplan.lu

## LeasePlan Online

Accelerating your business

•One

- logon
- access to all eServices
- consistent way of navigating
- customer experience
- way of working with LeasePlan

# Fleet News

## LeasePlan promotes ecological driving

LeasePlan offers drivers the opportunity to adopt a more ecological driving with increased driving pleasure. Indeed, on 15 January, LeasePlan had invited some 6 drivers to an ecological driving training in the frame of its GreenPlan programme. This training session was delivered by the Gentleman Driver School, the partner of LeasePlan.

As Gaetan Detroz, the CEO of the Gentleman Driver School, explains: „This eco-driving training session, also known as ECO<sup>3</sup>, aims at three objectives: first, we want to encourage drivers to adopt a more ecological-sensitive driving attitude, second we want them to achieve notable cost savings and third, we also want them to contribute to reduce the accident risks.“ This training focuses essentially on driver attitude.

### Individual eco-coaching

Training consisted of a theoretical session followed by a first individual driving test on a road track, the driver being accompanied by a monitor equipped with a G-Cam<sup>2</sup>. This device allows recording and calculating a score concerning smoothness and careful handling in relation to the driver's style. The results of each driver are then analysed and commented in order to improve driving attitude in a second driving session focusing on the driver's coaching: the monitor checks that the recommended driving techniques have been well understood and implemented and that safety remains predominant in all situations.



### You think you know everything on cars?

Then answer the following question:

**When should you shut off the engine of your car?**

- Right away after stopping
- After stopping for more than 10 seconds
- After stopping for more than 20 seconds
- After stopping for more than 30 seconds

This applies here in case of a manual shut-down by the driver. In case of vehicles equipped with modern technology, such as the Start/Stop function at BMW for instance, the engine is turned off automatically.

→ You can find the answer on the last page of this newsletter.



**The main advice our drivers have assimilated during this session:**

- Change gears rapidly (preferably between 2000 and 2500 rpm) and avoiding pushing the engine in too high revolutions.
- Try to ride at most constant speed if possible
- Cut the engine when stopping for more than 20 seconds
- Use engine brake and slow down smoothly

**The advantages:**

- A possible reduction of operation costs
- Sensibilisation of the drivers to environmental protection
- Reduction of CO<sub>2</sub> emissions
- Possibility of continuous learning after this training session

**The result: increased safety and a notable ecological-sensitive driving attitude!**

You can also [learn green driving](#) thanks to ecodriving.

## Auto Festival with overall positive results

**After a successful year 2008 for the automobile sector, the 45th Auto-Festival edition took place on the background of a rather depressive economic environment. Nevertheless, the general impression issued after the first week-end of this festival already signals a very positive development.**

First evaluations announced a number of visitors increasing after 2008, while sales volumes seemed to remain quite constant, featuring only small decreases in certain cases. In addition, most car dealers recorded new tendencies less remarkable during the previous editions. On top of the concerns during this 2009 edition were economic and environmental considerations, as the decision criteria of the consumers have clearly evolved and focus on price concerns, but also on CO<sub>2</sub> issues to a very large extent.

This translates into the assumption of smaller cars and cars with lighter engines being particularly popular, which also applies to medium range cars with low CO<sub>2</sub> emissions. Cars with bigger engines remain attractive though to a strongly varying degree in varying segments: it seems that the big SUV cars are suffering from the crisis while other top range limousines with advantageous CO<sub>2</sub> emissions are likely to remain less affected. This observation does not apply to the segment of luxury cars whose sales records are affected to almost no extent by the festival under any circumstances.

Results seem to look encouraging, thus allowing some hope that the Luxembourg automobile sector, in this difficult environment, might emerge as an exception on the European market.

Source: *le Jeudi*, "Démarrage sur les chapeaux de roue", 5 February 2009, page 3.

## Contracts extension

**The overall turmoil affecting the financial markets these last months and the prevailing economic situation have logically impacted on the automotive sector. The financial costs are rising, while the registration of new vehicles is decreasing and the second hand car market is under pressure as well. This means that new contracts will logically be more expensive than they used to be in the past.**

As your consultant we believe it is of highest importance to guide you in the choice of your immediate investment projects. With a view to a sound cost management of our customers' vehicle fleets, we recommend to consider our options consisting of a recalculation and an extension of running contracts by 12 to 18 months.

**These options can generate two important benefits:**

- Increased flexibility in terms of cost management: the risks inherent to a premature contract termination are less important for a vehicle already under operation than for a new vehicle registered only recently.
- The renting costs for a vehicle already in operation are lower than for a new vehicle, given the versatile evolution of the automobile market. It will thus be possible to maintain your renting expenses at today's level to the least and to face the end of the economic turmoil in a more relieved state of mind.



## Going green

### TÜV Rheinland certifies GreenPlan

**TÜV Rheinland, a group that works for the validation and the verification of the project based mechanisms of the Kyoto Protocol, has officially certified our GreenPlan initiative. LeasePlan is the first international fleet and vehicle management company to obtain this important certification.**

GreenPlan was globally introduced in 2007 and supports LeasePlan's clients in their environmental engagement to reduce CO<sub>2</sub> emissions from their car fleet. Thanks to GreenPlan, LeasePlan provides advice and practical tools to facilitate both drivers and fleet managers in acting upon the social responsibility we all have.

Based on national and international accreditation, TÜV Rheinland offers independent third party inspection in all Business Streams. Prof. Dr.-Ing. Günter Schock of the TÜV Competence Center Climate Change specifies: "TÜV Rheinland has assessed GreenPlan and certified it based on its completeness, consistency, transparency, accuracy, materiality and faithfulness. Country specific results will be continuously monitored by LeasePlan and verified by TÜV Rheinland."

*You will find more information on GreenPlan certification in our "GreenPlan" section of our website.*

## Fiscal and legal News

### "Green" car bonus and deductibility of the car tax

**As mentioned already in our last 2008 Newsletter issue, the EUR 750. - bonus so far available for private persons exclusively is now also applicable to moral persons as from 1st January this year on. The plan providing for the annual car tax being non-deductible from the companies' tax declarations in return for this bonus has been dropped.**

### Additional conditions for the eligibility of this bonus

In case of ownership by moral persons\*, the bonus applies to vehicles with first registration **between 1st June 2008 and 31st December 2009**. This bonus is subject to a single and unique payment per vehicle and does not apply to leased vehicles being exported or resold after less than 7 months\*\* from their registration date.

LeasePlan will forward the demands applying for this bonus to the Ministry of Environment 7 months after first registration at the earliest (launch date of the leasing contract) and until 1. October 2010 at the latest. LeasePlan will not apply for this bonus on behalf of companies in case the bonus has already been previously accounted for in their renting fees.

### Cancellation of the non-deductibility of the car tax

In order to finance the above-mentioned bonus system, it had originally been planned to abolish the right of fiscal deduction of the vehicle circulation tax in the companies' fiscal declarations. This plan has now been dropped and the article on the non-deductibility of the vehicle tax is likely to be barred from the law project 5924 effective 1st January 2009.

This means that companies may continue to deduct their leased vehicle tax costs in their respective operational expenses accounts.

You will find more details in the „News“ section of our website.

\* If the owner of the vehicle is a private person, the vehicle's first registration must have taken place between 1st June 2007 and 31st December 2009.

\*\* Rented vehicles (short-term renting): less than 12 months.



## Good to know

### For a trouble-free contract expiration

Is your contract nearing expiration? Here is some advice to help avoid some costly surprises...

At contract's end, any LeasePlan vehicle is destined for resale on the second hand car market. It will thus be important to return the vehicle in its best possible condition, as this has a direct influence on the resale price. Nevertheless, we notice too many times that vehicles are returned while featuring damage caused by unacceptable wear or by accidents.

When you return your car to LeasePlan, one of our experts proceeds to a written « vehicle return » report in your presence. By means of a check-list, he records all visible damage as well as the presence of all car documents (registration card, maintenance and service book, etc.) and other elements and equipment (second key set, navigation CD, etc.).

#### Guidelines Fair Wear & Tear

Afterwards, an independent expert proceeds to a detailed appraisal of the car's condition. He executes his appraisal following the guidelines from the **Fair Wear & Tear guide**, basing on the Renta norm. Renta is the professional association representing almost all companies active in vehicle renting in the Benelux region. Renta has issued a detailed survey of all damage likely to be considered as acceptable and of those likely to be not. In that approach, the expert determines accurately any damage accepted as resulting from usual normal wear – i.e. acceptable, tolerated damage – and all the damages resulting from inappropriate, unacceptable wear or resulting from an accident.

Damage resulting from unacceptable wear will be billed to the customer as a loss of resale value (amount decreasing with the age and the mileage of the vehicle). Damage resulting from an accident though will be billed to the customer to its total amount (the theoretical repair costs).

It is obvious then, that it is preferable for you to declare all accident within 48 hours and to pay the franchise amount, generally less important, instead of having to pay for the loss in resale value evaluated at the end of the contract. As you know, you have everything to gain when handling your vehicle in a responsible and caring way.

#### The clean state of your car is also important!

Important remark: vehicles returned in a non-clean state (interior and/or exterior) will be cleaned before the expertise in order to allow non visible damage to be detected and recorded in the expertise. The cleaning costs for vehicles returned in a state of obvious lack of cleanliness will also be billed to the customer.

Summing up, we recommend you to check the following before returning your vehicle to LeasePlan:

- The presence of all car documents and of second key set
- The interior and exterior state of cleanliness of your vehicle
- The general shape and fit of the car body.

You will find more information on the Fair Wear & Tear guidelines in the [«Driver»](#) section of our website.

We thank you for your comprehension and your co-operation!

## In short

### Spring arrives... time for a tyre change

As average daily temperatures are increasing and requiring less for the specific properties of winter tyres, it is about time to consider a change for summer tyres. If you want to avoid the usual bottleneck end of April, we advise you to have them mounted right away.

Make an appointment with your tyre service centre right now! You will find the list of all tyre service centres and phone numbers on our website in the [«Driver»](#) section.

## Socially responsible

### Red Cross donation weeks - LeasePlan participates!

From 16 March until 5 April, the Grand Duchy mobilizes for the Luxembourg Red Cross. Visual displays, large-frame announcement boards, street and sales events, charity events and some 2000 volunteers collecting donations throughout the country will shape this traditional "Quinzaine du Don", the three-week charity donation event. This year again, LeasePlan fully supports the Red Cross during this organisation.

The LeasePlan contribution focuses on the support of the communication tools of this campaign. Thus, stickers are announcing the "Quinzaine du Don" on a large part of our short-term leasing fleet and on the vehicles of our staff. We support the campaign with the help of press articles, website announcements, folders and brochures and bank transfer slips for donations available at our premises. LeasePlan wants to appeal to its employees and to its customers to stress the importance of a financial donation to the Red Cross to fund its operations. This initiative is an inherent topic of the development of the [LeasePlan RSE charter on our Social Responsibility](#).

Donate  
to help !

QUINZAINE  
DU DON  
du 16.03 au 05.04

croix-rouge  
luxembourgeoise



# LeasePlan grows, LeasePlan changes

## A new commercial team

These last years, LeasePlan has continuously enlarged its vehicle fleet now amounting to more than 6,600 as of today. This evolution is all the more enjoyable as it delivers proof of the unfailing trust of an increasing number of customers.

These encouraging results and our aim to maintain our service level are calling for a readaptation of our commercial organisation structure. In order to better meet your demands, we created three teams (Corporate Account, Executive Account, Key Account) who will offer you the quality of service you are entitled to expect from us.

## The LeasePlan team grows

Jonathan Chaumont, Aude-Emelyne Marasse and, more recently, Gaëtan Billy and Raphaël Liblanc, have joined these last months. In addition to that, Paula Aves and Julie Depienne have taken new responsibilities. We take this opportunity to present here our new team members:

### Jonathan Chaumont

October 2008, Credit Analyst

Jonathan joined the Financial department. With a degree in Financial analysis and management, Jonathan is in charge of customer credit affairs.

### Aude-Emelyne Marasse

October 2008, HR support

Aude-Emelyne has a degree in English Literature and joined the HR department.

### Gaëtan Billy

December 2008, Lease Consultant

Gaëtan has joined our commercial department after an experience of three years in IT customer support.

### Raphaël Liblanc

January 2009, Lease Consultant

As a new member of the expanding commercial department, Raphaël is currently in charge of contract offers.

### Paula Alves

September 2008, Commercial Support

After 14 years at the reception desk, Paula has opted for a new challenge and joined the Commercial department as Commercial Support.

### Julie Depienne

June 2008, Credit Analyst

Julie, previously in the Key Account section of the Commercial department, is in charge of customer credit affairs since June 2008.



## You think you know everything on cars?

„When shall I shut down the engine?“

Answer: A modern engine consumes about half a litre of fuel per hour when running empty. It is therefore advisable to shut down the engine when halting the car, for instance at a railway cross or at traffic lights.

The Gentleman Driver School recommends to shut down the engine when stopping for more than 20 seconds. There are varying opinions in Europe though: in Italy, you are advised to shut down the engine after stopping for more than 10 seconds, in Austria after 20 seconds and in France after 30 seconds.